

POSITION DESCRIPTION

Position Title : Office Administrator	Department: Greater Sydney	Location: Regional Office, Greater Sydney
Supervisor: Regional Manager, Greater Sydney	Position Number: GS2	Date Completed: 28 May 2009

AUTHORITY LEVELS

Financial Budget: N/A	Volunteers: Office Volunteers if required and approved by Regional Manager from time to time	Employees: N/A
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PURPOSE STATEMENT

To provide high level administrative assistance associated with the implementation and development of services to the Regional Manager and staff in the regional office.

SELECTION CRITERIA

Skills:

- Financial account and record keeping
- High level of computer proficiency including Windows Office, internet
- Typing and business presentation package development
- Excellent communication and people skills
- Proven organisational and administrative skills
- Knowledge of all aspects of managing an office
- Ability to work as part of a multi disciplinary team
- Understanding of Community based service industry (desirable)

Experience:

- Booking, account and record keeping
- Administration
- Working with volunteers in a volunteer based organisation
- Office Management

Qualifications & Licences

- Relevant qualifications preferred but not essential
- Current drivers licence

KEY RESULT AREAS (KRA)	KEY TASKS	KEY PERFORMANCE INDICATORS (KPI)
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Core Behaviors:

All staff shall agree to abide by the philosophy and principles of Red Cross. The 7 fundamental principles being: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality.

<p>Culture of Red Cross</p>	<p>Promotes and encourages personal growth and effective communication.</p> <p>Understands and supports the policies and procedures of the organization</p>	<p>Continually contributes and supports Volunteers, Members and Staff</p> <p>Is compliant with Red Cross requirements.</p>
<p>Leadership / Teamwork</p>	<p>Supports the Greater Western Sydney Regional Centre team decisions and ensures that all commitments made are followed through.</p> <p>Maintains a positive and constructive aura that promotes confidence in those around them.</p>	<p>Displays willingness to assist others, shares knowledge openly, cooperates and supports the team.</p> <p>Contributes positively within teams and supports the teams efforts</p> <p>Is always receptive and open to feedback</p>
<p>Occupational Safety & Health</p>	<p>Participate in the ongoing improvement of the Greater Western Sydney Regional OH&S plan and visibly and constantly support its implementation within your area.</p> <p>Ensure that all employees in work area are fully aware of the organisation's safety plans and expectations, and that they are actively encouraged to participate and contribute.</p>	<p>Shows evidence of reasonable steps taken to comply with Australian Red Cross OH&S guidelines.</p> <p>Demonstrates action taken in identifying hazards, assessing risk, and reporting incidents</p> <p>Demonstrated duty of care.</p>
<p>Continuous Improvement</p>	<p>Understand and support Continuous Quality Improvement in the organisation.</p> <p>Actively participate in quality audits.</p> <p>Exercise initiative in making improvements to work processes.</p> <p>Regularly discusses improvement opportunities with the team.</p>	<p>Participation in quality audits when required.</p> <p>Evidence of Continuous Improvement activities.</p> <p>Always searches for better ways and strives for best practice.</p> <p>Actively seeks new ideas and locks in improvements.</p> <p>Embraces and adapts to change.</p>

Specific to the role:		
Finance and accounting requirements	<p>Oversee all day to day financial and accounting operations within the centre</p> <p>Preparing monthly reports where required</p>	<p>Ensure effective implementation of existing financial systems including petty cash, donations, appeals, invoices, record keeping and general banking</p> <p>Provide regular reports and key information on financial matters</p> <p>Ensure systems are maintained to provide accurate information</p>
Administration support	<p>Oversee all administration support within the centre</p> <p>In conjunction with programme co-ordinators monitor and order appropriate stationery, brochures and other resources.</p>	<p>Ensure that all relevant regional documents and reports, both financial and administrative are prepared in a timely fashion.</p> <p>Oversee all stationery and printing requirements for centre.</p> <p>Answer and respond to telephone and personal enquiries in timely fashion and oversee the centre's correspondence</p> <p>Liaise with other local Red Cross services and programs within the region as required</p> <p>Liaise with external services as required</p>
Team and volunteer support	<p>Provide support to team members and volunteers</p> <p>Oversee in conjunction with relevant regional co-ordinators any other administrative volunteers.</p>	<p>Provide effective communication and support to team Members within the centre</p> <p>Provide effective communication and support to all volunteers</p> <p>Measuring of administrative outcomes in accordance with Regional Objectives</p>
IT	<p>Implement computer based systems</p> <p>Maintain computerised accounting system and keep relevant registers for accountable documentation.</p>	<p>Maintain skill level in MAVIS</p> <p>Maintain financial programs to ensure accurate information is available for the Regional Manager</p> <p>Maintain Windows Office skills and other as identified to ensure effective office administration</p>

<p>General duties</p>	<p>Office Maintenance</p> <p>To oversee the volunteers that work within the Regional Centre, where required provide relevant paperwork to agencies that may have placed them with the regional centre.</p>	<p>Oversee all maintenance of equipment within Regional Centre</p> <p>Ensure security of relevant items such as client details, financial information and other items in accordance with regional procedures</p>
<p>Assisting regional manager</p>	<p>Assisting the Regional Manager with diary management.</p> <p>Organizing meetings, preparing agendas, minute taking and drafting letters and reports.</p>	<p>Other duties within the theme of the position description as required by the Regional Manager</p>
<p>Emergency services</p>	<p>Updating and maintaining databases</p> <p>Responding to requests</p> <p>Preparation for Personal Support training and follow up work after the training.</p>	<p>Competent use of the database MAVIS</p> <p>Exercise initiative in making improvements to the existing processes and procedures.</p> <p>Providing effective communication and support to Personal Support teams within the region.</p>
<p>Assisting with the coordination of regional programs</p>	<p>Responding to queries in a timely manner</p> <p>Overseeing and supporting those who volunteer for the various programs</p>	<p>Provide reports and statistics when required</p> <p>Maintaining a helpful attitude when communicating with volunteers</p>

CERTIFICATION

We have carefully reviewed this Position Description and are satisfied that it fully and accurately describes the requirements of the position

LINE MANAGER

Signature: _____

Date: _____

SENIOR MANAGER

Signature: _____

Date: _____

I have read this document and agree to undertake the duties and responsibilities as listed above.

I acknowledge that

- This Position Description is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me, after discussion. Where additional training or support is required to fulfil additional or other duties of a similar level of responsibility it will be provided.
- The Position Description will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by Red Cross after discussion with me, for each year (or other set period) and my performance will be reviewed against those KPIs.

OCCUPANT

Name: _____

Signature: _____

Date: _____